

The City of Dover 2004 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please circle the number that comes closest to your opinion for each of the following questions:

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
How do you rate Dover as a place to live?.....	1	2	3	4	5
How do you rate your neighborhood as a place to live?	1	2	3	4	5
How do you rate Dover as a place to raise children?	1	2	3	4	5
How do you rate Dover as a place to retire?	1	2	3	4	5
How do you rate the overall quality of life in Dover?	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Dover as a whole:

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
Sense of community.....	1	2	3	4	5
Overall appearance of Dover	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Job opportunities.....	1	2	3	4	5
Access to affordable quality housing.....	1	2	3	4	5
Access to affordable quality child care	1	2	3	4	5
Access to affordable quality health care	1	2	3	4	5
Ease of car travel in Dover.....	1	2	3	4	5
Ease of bicycle travel in Dover	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Dover over the past 2 years:

	<u>much too slow</u>	<u>somewhat too slow</u>	<u>right amount</u>	<u>somewhat too fast</u>	<u>much too fast</u>	<u>don't know</u>
Population growth.....	1	2	3	4	5	6
Retail growth (stores, restaurants etc.).....	1	2	3	4	5	6
Jobs growth.....	1	2	3	4	5	6

4. To what degree, if at all, are the following problems in Dover:

	<u>not a problem</u>	<u>minor problem</u>	<u>moderate problem</u>	<u>major problem</u>	<u>don't know</u>
Crime	1	2	3	4	5
Drugs.....	1	2	3	4	5
Too much growth.....	1	2	3	4	5
Graffiti	1	2	3	4	5
Noise.....	1	2	3	4	5
Run down buildings, weed lots, or junk vehicles.....	1	2	3	4	5
Traffic congestion	1	2	3	4	5
Unsupervised youth	1	2	3	4	5
Homelessness.....	1	2	3	4	5

5. Please rate how safe you feel from the following occurring to you in Dover:

	<u>very safe</u>	<u>somewhat safe</u>	<u>neither safe nor unsafe</u>	<u>somewhat unsafe</u>	<u>very unsafe</u>	<u>don't know</u>
Violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
Property crimes (e.g., burglary, theft).....	1	2	3	4	5	6
Fire.....	1	2	3	4	5	6

6. Please rate how safe you feel:

	<u>very safe</u>	<u>somewhat safe</u>	<u>neither safe nor unsafe</u>	<u>somewhat unsafe</u>	<u>very unsafe</u>	<u>don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In your neighborhood after dark	1	2	3	4	5	6
In Dover's downtown area during the day	1	2	3	4	5	6
In Dover's downtown area after dark	1	2	3	4	5	6
In Dover's parks during the day	1	2	3	4	5	6
In Dover's parks after dark	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?

☐ no [go to question #9] ☐ yes [go to question #8] ☐ don't know

8. If yes, was this crime (these crimes) reported to the police?

☐ no ☐ yes ☐ don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Dover?

	<u>never</u>	<u>once or twice</u>	<u>3 to 12 times</u>	<u>13 to 26 times</u>	<u>more than 26 times</u>
Used Dover public libraries or their services.....	1	2	3	4	5
Used Dover recreation centers	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood or City park.....	1	2	3	4	5
Ridden a local bus within Dover.....	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group/activity in Dover.....	1	2	3	4	5
Read Dover Community Notes	1	2	3	4	5
Used the Internet for anything	1	2	3	4	5
Used the Internet to conduct business with Dover	1	2	3	4	5
Purchased an item over the Internet	1	2	3	4	5

10. How do you rate the quality of each of the following services in Dover?

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
Police services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance/emergency medical services.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Amount of public parking.....	1	2	3	4	5
Bus/transit services.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Range/variety of recreation programs and classes.....	1	2	3	4	5
Recreation centers/facilities.....	1	2	3	4	5
Appearance/maintenance of parks.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc).....	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low-income people.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Public schools.....	1	2	3	4	5
Cable television.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by...

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
The City of Dover?.....	1	2	3	4	5
The Federal Government?.....	1	2	3	4	5
The State Government?.....	1	2	3	4	5

12. Have you had any in-person or phone contact with an employee of the City of Dover within the last 12 months (including police, receptionists, planners or any others)?

☐ no [go to question #14] ☐ yes [go to question #13]

13. What was your impression of employees of the City of Dover in your most recent contact? (Rate each characteristic below.)

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy.....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

14. Please rate the following statements by circling the number that most clearly represents your opinion:

	strongly <u>agree</u>	somewhat <u>agree</u>	neither agree <u>nor disagree</u>	somewhat <u>disagree</u>	strongly <u>disagree</u>	don't <u>know</u>
I receive good value for the City of Dover taxes I pay	1	2	3	4	5	6
I am pleased with the overall direction that the City of Dover is taking	1	2	3	4	5	6
The City of Dover government welcomes citizen involvement.....	1	2	3	4	5	6
The City of Dover government listens to citizens.....	1	2	3	4	5	6

15. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

☐ very positive ☐ somewhat positive ☐ neutral ☐ somewhat negative ☐ very negative

16a. Please indicate the degree to which you agree or disagree with the following statements:

The City should increase its efforts in conservation and historic preservation...

	strongly <u>agree</u>	somewhat <u>agree</u>	neither agree <u>nor disagree</u>	somewhat <u>disagree</u>	strongly <u>disagree</u>	don't <u>know</u>
...even if the effort results in an increase in property taxes	1	2	3	4	5	6
... even if the effort results in a decrease of available land uses.....	1	2	3	4	5	6

16b. The City of Dover continues to expand services available on-line through the DoverNet web site. The City is considering secure on-line payment options for such services as motor vehicle registrations, utility bills, dog licenses, parking tickets, recreation program registrations, etc.. To better understand the needs of our customers, please indicate the degree to which you would support or oppose utilizing each of the following secure on-line payment options to pay for various services provided by the City:

	strongly <u>support</u>	somewhat <u>support</u>	neither support <u>nor oppose</u>	somewhat <u>oppose</u>	strongly <u>oppose</u>	don't <u>know</u>
Make payments online by utilizing electronic withdrawal direct from your bank account.....	1	2	3	4	5	6
Make payments online by utilizing a personal credit card	1	2	3	4	5	6
Make payments online by utilizing an online payment service (i.e. Cybercash, PayPal).	1	2	3	4	5	6

16c. The City has studied and taken significant steps in recent years in preparation for developing the 34 acres of City-owned waterfront property along the Cochecho River in the downtown area. A number of potential uses have been identified for this property including a mix of retail shops, restaurants, offices, residential condominiums, public boat access, recreation facilities and preservation of open space. Please indicate how important it is to you, if at all, for each of the following types of development to be included in the development of the waterfront:

	<u>essential</u>	very <u>important</u>	somewhat <u>important</u>	not at all <u>important</u>	don't <u>know</u>
Retail shops	1	2	3	4	5
Restaurants	1	2	3	4	5
Office space.....	1	2	3	4	5
Residential units	1	2	3	4	5
Recreation facilities (park, walking/bike paths, sports fields, etc.)	1	2	3	4	5
Cultural facilities (museum, performing arts, etc.).....	1	2	3	4	5
Public marina (boat launch, docks)	1	2	3	4	5
Open/green space	1	2	3	4	5

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

17. Do you live within the City limits of the City of Dover?

- ☐ no ☐ yes

18. Are you currently employed?

- ☐ no [go to question #19] ☐ yes [go to question #18a]

18a. What one method of transportation do you *usually* use (for the longest distance of your commute) to travel to work?

- ☐ Motorized vehicle (e.g. car, truck, van, motorcycle etc...)
☐ Bus, Rail, Subway, or other public transportation
☐ Walk
☐ Work at home
☐ Other

18b. If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people (adults or children) *usually* ride with you to or from work?

- ☐ no ☐ yes

19. How many years have you lived in Dover?

- ☐ less than 2 years ☐ 11-20 years
☐ 2-5 years ☐ more than 20 years
☐ 6-10 years

20. Which best describes the building you live in?

- ☐ one family house detached from any other houses
☐ house attached to one or more houses (e.g. a duplex or townhome)
☐ building with two or more apartments or condominiums
☐ mobile home
☐ other

21. Is this house, apartment, or mobile home...

- ☐ rented for cash or occupied without cash payment?
☐ owned by you or someone in this house with a mortgage or free and clear?

22. Do any children 12 or under live in your household?

- ☐ no ☐ yes

23. Do any teenagers aged between 13 and 17 live in your household?

- ☐ no ☐ yes

24. Are you or any other members of your household aged 65 or older?

- ☐ no ☐ yes

25. Does any member of your household have a physical handicap or is anyone disabled?

- ☐ no ☐ yes

26. What is the highest degree or level of school you have completed? (mark one box)

- ☐ 12th Grade or less, no diploma
☐ high school diploma
☐ some college, no degree
☐ associate's degree (e.g. AA, AS)
☐ bachelor's degree (e.g. BA, AB, BS)
☐ graduate degree or professional degree

27. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- ☐ less than \$24,999
☐ \$25,000 to \$49,999
☐ \$50,000 to \$99,999
☐ \$100,000 or more

28. Are you Spanish/Hispanic/Latino?

- ☐ no ☐ yes

29. What is your race? (Mark one or more races to indicate what race you consider yourself to be)

- ☐ American Indian or Alaskan native
☐ Asian or Pacific Islander
☐ Black, African American
☐ White/Caucasian
☐ Other

30. In which category is your age?

- ☐ 18-24 years ☐ 55-64 years
☐ 25-34 years ☐ 65-74 years
☐ 35-44 years ☐ 75 years or older
☐ 45-54 years

31. What is your sex?

- ☐ female ☐ male

32. Are you registered to vote in your jurisdiction?

- ☐ no ☐ yes ☐ don't know

33. Did you vote in the last election?

- ☐ no ☐ yes ☐ don't know

34. Are you likely to vote in the next election?

- ☐ no ☐ yes ☐ don't know

Thank you for completing the survey. Please return your survey in person to the City Clerk's Office or via mail to: Citizen Survey 288 Central Ave Dover, NH